



North Carolina  
Department of Health and Human Services  
Division of Medical Assistance  
Clinical Policy and Programs  
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for Health Policy and Medical Assistance

**ALERT**  
**MH/DD/SA Providers**

**January 10, 2007**

Since January 6, 2007 The ValueOptions North Carolina Medicaid account has been experiencing problems with the Verizon connection to its fax server. A cable was cut by road construction and repairs are not expected to be made until Saturday January 13, 2007.

ValueOptions recommends that faxes to its NC Medicaid office be held until further notice. An update will be sent when the fax lines become available.

During this system malfunction, ValueOptions will honor as timely all requests for services with a requested start date of January 6, 2007, through the date the fax lines are again functional. Providers will need to refax applicable auth requests once the fax lines become available.

Please note two exceptions: This does not impact auth requests for inpatient care that were made telephonically. Also, the HealthChoice fax lines are working and thus this information does not apply to requests for HealthChoice authorizations.

We apologize for any inconvenience. You should continue to treat your members as clinically appropriate.